EFFECT
Machines
What machines were involved?
Did the machines function to specification?
Had the appropriate preventive maintenance tasks
Frequency Of Paper Jams
Excessive use Of Machine
Using Very High Volume of Papers
Customer don't have an idea about the right usage
Customer not educated on Preventive Maintenance
Customer not educated on his options for Service
What aspects of the machines could have contribute
Limited Machine Features
Manuals and Documentation not available
Requirements not specified by the customer before
Were the machines available for use when required
Frequent Breakdown
Continuous Problems with 510DP
Manufacturing Defect
Machines in stock and idle to be checked for perf
Efficiency of Engineer
Year End and Limited Stocks
Middle of the year stock checking for the year esc
Unavailability Of Delivery Crew
Delayed Delivery
Delay in ordering
Sea Freight Order Takes longer time
Change to alternate transport
Management Approval Needed for order of fleet of
Unavailability of Machine/Scan Kits
Customer are not addressed on the delay of orderi
Unavailability Of Spares
Details of the shipment to be confirmed to the cu
Customer to be addressed on the exact shipment da
Big Number of Spares to be ordered
Unavailability of paper
Stock Levels Really Low
To Be Replenished by Beginning of Next Year
Engineer's not checking stock in the warehouse
Equipment not available
No Appropriate vendor for Non-Xerox Products
Vendors to be selected for the same
Miscommunication between sales and logistics
Wrong Delivery
Wrong Part Ordered
Wrong Options Listed by customer
Requirements not clearly specified by customer
Wrong Part Number Given By Engineer
Process to be defined to confirm part no ordered
Miscommunication from Stores Crew
Was there any malfunction in the machines?
Noise from the machine
Packing to be supervised by Distribution Superviso
Were the machine resources adequate for the task?
What aspects of the machines used could contribut
Machines
insufficient capacity
No mistake profing
too many options
Old equipment
Too much equipment
Too much models in the configuation
Long setups
Unpredictable Errors (Unsatisfactory machine)
No satisfactory machine reliability system ( find error machines)
Predictable Errors
No scheduled maintenance plan
Materials
What materials were used?
Were the materials to specification?
Faulty Toners
Customer not Educated on Response Time
Fax Errors
Were the materials impacted by storage/handling?
What impact did the working environment have on t
Had there been a change in the supplier of the ma
Very difficult to contact the non Xerox Product
No Proper Contact for the non Xerox Product
Vendor changed for supplying non xerox products
Were the materials used within their 'use by' dat
What other materials did the materials used come
Lack of Professional Finishers
Worldwide Problem from Xerox
What aspects of the materials used could contribu
Part is overpriced
Discount policy not followed well for special cas
Materials
Mission or ill-designed administrative tools
ill-designed office supplies
ill-designed forms
ill-designed documnets
Forced suppliers
Limited supplier
Vendor Quality
Parts don't meet print
Excessive inventory
Incorrect information
Excessive office space
Material handling
Rough handling
Bad container
Bad material
Wrong material
Stock purge
Lost parts
Inherent product, tool or equipment designs
Faulty manufacturing
Faulty materials handling
Faulty packaging practices
Use of imcompatible accessories or finished products
Fax breakdown
Tool problem
Tool wear
Wrong Tool
Computer
Bugs in scheduling software
Methods
Had the methods to be used in the operation been s
Customer can't contact the engineer
No Response from the Service Toll Free
Busy Toll Free
Customer are not educated on logging calls on the
Were the methods used described/recorded?
Were the methods used the prescribed methods?
Incorrect Invoicing
Items not checked before delivery
What changes were made to the prescribed methods
Ignorance Of MMI
Don't know about the OTCAF Process
Were the prescribed method clear, unambiguous and
What aspects of the methods employed could contri
Toners Delivered at wrong location at customer's
Delivery note not been rechecked
Operator Training Difficulty
Language Difficulty
No Arabic Manuals
Engineers not demonstrating and examing the oper
Methods (80% of the Errors)
Training ( Assembly )
Setup by Distributer / Dealer
Hard to Assemble
Testing time too short
Using incorrect tools
Poor work instructions
Customer setup errors
Hidden costs
No vision and policies
Higher breakeven
Methods of communicating
No verification procedure
Borrow from other kits
No records kept
No communication of back orders
Items received late
Shipped late
Shortage of workers
Out of stock
Part shortage
Shipped by surface, not overnight
Overnight not on order
Error by order taker
Process steps: converts materials into products or service
Physical steps
Mental steps
Transportation
Movement of materials
Movement of information
Movement of people
Movement of technology
Not able to take the Decision
Error in the inspections
Misapplication (Sales)
Manpower
Who was involved?
Who was not involved who should have been?
Who had the responsibility for the task and was i
Were they properly trained?
Did they have the necessary experience?
Were they efficient and competent?
Confusion of Machine Pull Out
Procedure Of MMI (Pull Out) not Followed
No Serial number written on the MMI
Did they have the right attitude?
Poor Service Level
Poor customer handling
Inadequate information to customer
Machine not in stock
Stock availability is not informed to the custome
Logistics Personnel to find out exact location of
Preference for customers of Time and Material is
Incomplete Repair
Engineer did not give a repair information to the
No Follow up After Services from Engineers
Engineers did not explain the actions before & af
Delay in Machine Repair
Delay in Arrival Of Part
Issue not addressed to customer by engineer
Delay in Installation of machine
Customer miscommunication
Were the manpower resources involved adequate for
What aspects of manpower could contribute to the
Poor Response Time
No enough Engineer
Busy Schedule Of Engineers
Manpower
Labor burn-out ( Overtime)
Lack of control ( Torques)
Turnover
Mental errors (include slips and mistakes)
When an experienced employee forgets to perform a task
Decides to perform a task in away that results in an error
No standard work process
Forms not filled in completely or correctly
inspection problem
operator error
Altitude adjustment in installation time
Item not ordered by customer
Old order resubmitted
Did not check dates
Incorrect item shipped
Error by order taker
Checked inroeect item on form
Unsure of product codes
Error by warhouse personnel
Sensory overload: Affecting the 5 sense negatively
Mechanical process errors: tasks are physically difficult
Loss of emotional control
Fear
Anger
Sorrow
Jealousy
Lack of knowledge, skills, or ability
Training: Employees have not received proper training
Ineffective recruiting
People needs to be retrained
No training program
Poor communication
Staff shortage
The skill or knowledge level is not verified
Lack of interest in job
Poorly defined goals
Distractions
Internal
Day dreaming
External
High-Traffic areas
Loud conversations
Ringing phones
Emotional stress
Loss of memory (Recall information that can be forgotten)
Alcohol use
Aging
Drug
Misculanuce (Unseen organization influences)
Pressure to get a product shipped
Internal competition among employees
Pressure to achieve higher wage levels
Engineer Refuse to go to pacific location
difficult job
far distance
time consuming job
effect their productivity
because of the performance system
attitude of the customer
difficult attitude to deal with
asking a lot of questions
don't know how to deal with the problem
limited technical knowledge
no pacific training on network connectivity
covering 5 old engineers
Eng don't close call
he want to expand the time
to accommodate calls coming directly form the customer
even thuf there is a rule that the eng shouldn't give his number he is giving his number
don't want the customer to call the work control
to prevent the recall ( a call which received from the customer during the reliability time)
it will effect the performance record
Measurement
Are metrics in place?
Did the metrics predict the effect?
Did the metrics show the effect?
Are the metrics we use relevant, effective, unamb
Are the metrics objective or subjective?
Are we using fact or gut feel?
What aspects of management could contribute to th
Measurements
True cost vs percieved cost
Machine cost targets (Pilot)
Improper test conditions
installation accuracy
Database not current
Wrong quantity shipped
Error by order taker
Misunderstood request
Error by warehouse personnel
Entered wrong quantity in system
Order form illegible
installation accuracy
The operating and personnel policies are not reviewed
Environemnt
External
Have the pressures from our competitors had an im
What part have the market place pressures played?
Has the legislative/political environment had an
Internal
Did financial considerations play a part?
Did peer pressure have any impact?
What impact did the timescales allowed have?
Did our capabilities have any impact?
Environment
Shipping and storage conditions
Numerical classification of assembly methods
Customer expectations
Schedule fluxuations
Bad economy
Poor lighting
High noise levels
Excessive heat or cold
Temperature